

Updating PHD Virtual Backup

Updates to PHD Virtual Backup include fixes for customer issues and enhancements to the product. The details about each update can be found in the product Release Notes, which are included within each update package and available for download from the [PHD Virtual Web site](#). The update package is available as a compressed package that includes the files necessary for updating the PHD Virtual Backup components.

Follow the steps in this guide to update your existing installation of PHD Virtual Backup to the latest version.

Note: PHD Virtual recommends running the same version of both the PHD Console and PHD VBAs. If you need to maintain multiple versions in a single environment, you can install different versions of the PHD Console to separate Windows machines.

What you will need:

- An existing PHD Virtual Backup installation.
- The update package downloaded from the PHD Virtual Web site or obtained from PHD Virtual Support.
- Extracted and saved contents of the update package (.exe and .phd files).
- Your PHD Virtual Backup License file (your existing license must be applied again, after upgrading to v5.4. You do not need a new license file unless you are currently using multiple licenses in a single environment).

Customers with Multiple License Keys: If you currently have more than one license file or license key, you will need to contact PHD Virtual to obtain a consolidated license key for all of your licensed hosts before upgrading to version 5.4. If you are upgrading to version 5.4 and are unable to make immediate contact with us, you can obtain a temporary emergency license key that will enable you to continue to run backups and replication for three days. You must still obtain a new consolidated license key to complete your upgrade to version 5.4 by contacting a PHD Virtual Representative at:

US: 1-866-710-1882
INTL: +1-267-298-5320
email: sales@phdvirtual.com

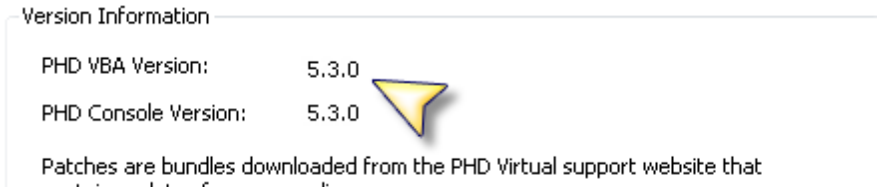
You can obtain a temporary license key by visiting: www.phdvirtual.com/temp-license

To update the PHD Virtual Backup Console and Plug-In

1. Double-click the installation program (**PHDVB_Install.exe**) from the update package and follow the steps to install the new PHD Console and plug-in. The installer will detect any previous versions and prompt you to remove them before continuing.

When the installation is complete, the version number is updated in the **Version Information** area of the PHD Console's Support tab.

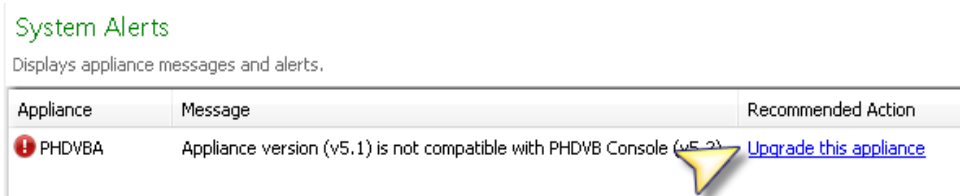
Figure 1 - PHD Console version number updated



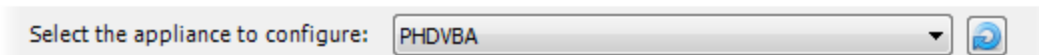
Next, update your PHD Virtual Backup Appliances.

To update the PHD Virtual Backup Appliance

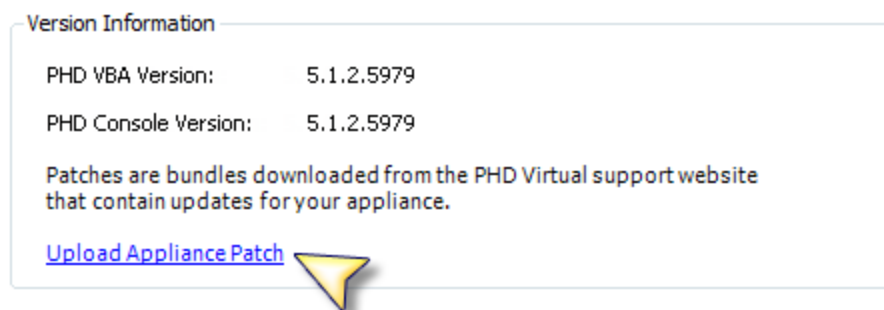
1. Open the PHD Console. If the PHD VBA is a version that is not supported by the updated PHD Console, you will need to apply the appliance update from the PHD Console's Dashboard, System Alerts area, by clicking the link, **Upgrade this appliance**, as seen in the following image.



If the PHD VBA is supported by the PHD Console, click **Configuration**, then click the **Support** tab. From there, use the menu at the top of the window to select the PHD VBA you want to update.



Then, in the **Version Information** area, click **Upload Appliance Patch** as seen in the following image.



2. Select the update file, then click **Open**.
3. After the update is applied, the PHD VBA must be restarted. Click **Yes** to restart the appliance.

Caution: The update process can take an extended amount of time in some circumstances. If the operation times out, DO NOT manually restart the PHD VBA - refresh the PHD Console and select the PHD VBA again until you see the restart prompt.

The new PHD Virtual Backup Appliance version is displayed in the **Version Information** area of the Support tab. Next, update the PHD Virtual Backup Exporter or configure your licensing.

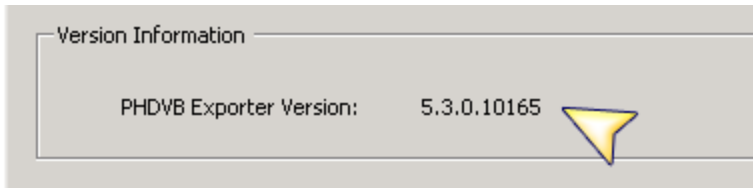
Note: To take advantage of the Virtual Storage Pool feature introduced with version 5.4.1, you will need to deploy a new PHD VBA - existing pre-5.4.1 virtual attached disks cannot be used as part of a Virtual Storage Pool. For additional details on Virtual Storage Pools refer to the User Guide or online help.

To update the PHD Virtual Backup Exporter

1. Double-click the PHD Exporter installation program (**PHDVB_Exporter_Install.exe**) from the update package and follow the steps to install the new PHD Exporter. The installation program will detect any previous versions and prompt you to remove them before continuing.

When the installation is complete, the version number is updated in the **Version Information** area of the PHD Exporter Console's Support tab.

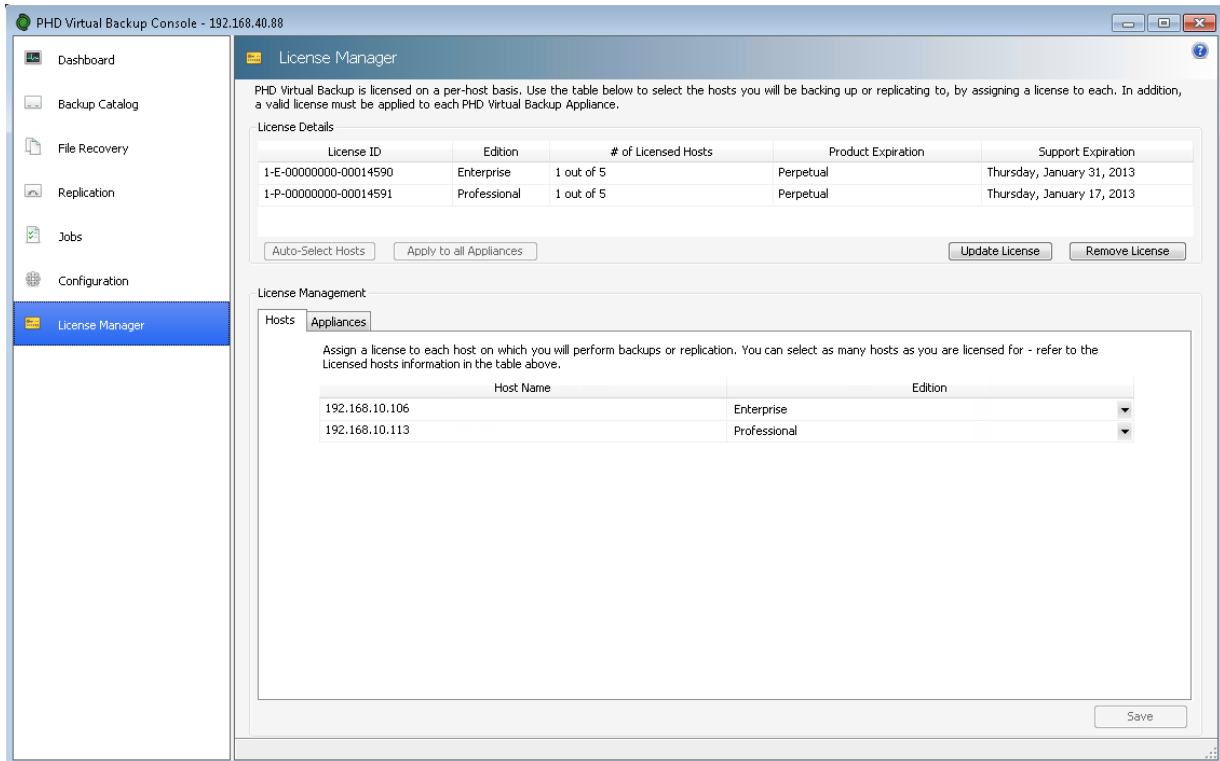
Figure 2 - PHD Exporter version number updated.



To configure licensing after upgrade

Version 5.4 introduced the License Manager, a feature which allows you to manage your licensing configuration from a single, central location. After upgrading from a previous version, you will need to use the License Manager dialog to apply your existing license to your PHD VBAs and to the hosts on which you will be performing backups and replication.

1. Open the PHD Console to the **License Manager** area.



2. Your current license information is displayed in the **License Details** table. If you received a new license file from PHD Virtual, upload that license by clicking **Update License**.
3. In the **License Management** area, **Hosts** tab, identify each host you will be backing up from or replicating to, by selecting a license in the **Edition** column.
4. On the **Appliances** tab, select the license to apply to each PHD VBA in the **Edition** column (note that until the license information is applied, each PHD VBA will display a Trial license on the Configuration, General tab).
5. Click **Save**.

For additional details, refer to the online help or product documentation. If you require additional host licenses, or if you are currently using multiple license types in a single environment and need a new consolidated license file, contact PHD Virtual to obtain a new license file.

Tip: You can first upgrade all PHD VBAs to the latest version, then apply your license information to all PHD VBAs at one time.

Legal Notices

PHD Virtual Backup - Updating PHD Virtual Backup

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For additional information about PHD Virtual's products and services, go to: <http://www.phdvirtual.com>.

To license and register this product, go to: <http://www.phdvirtual.com>.

For customers and partners with an active support agreement, you can use the support web board or <http://phdvirtual.com> or email support@phdvirtual.com for information about software patches, technical documentation, and support programs.

Note: A valid support agreement is necessary to receive new release and software updates.